UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/845,429	04/30/2001	Robert L. Raymond	10992465-1	3412

		EXAMINER
7590	09/10/2004	NGUYEN, PHUOC H

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ART UNIT	PAPER NUMBER
2143	

DATE MAILED: 09/10/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 10/03)

	Application No.	Applicant(s)
Office Action Summary	09/845,429	RAYMOND, ROBERT L.
	Examiner	Art Unit
	Phuoc H. Nguyen	2143

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) ☐ Responsive to communication(s) filed on _____.
2a) ☐ This action is **FINAL**.   2b) ☒ This action is non-final.
3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) ☐ Claim(s) _____ is/are pending in the application.
    4a) Of the above claim(s) _____ is/are withdrawn from consideration.
5) ☐ Claim(s) _____ is/are allowed.
6) ☒ Claim(s) *1-3,6-13,23-25,27-29,31-35 and 37-39* is/are rejected.
7) ☒ Claim(s) *4,5,14-22,26,30,36 and 40* is/are objected to.
8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) ☐ The specification is objected to by the Examiner.
10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
    a) ☐ All b) ☐ Some * c) ☐ None of:
      1. ☐ Certified copies of the priority documents have been received.
      2. ☐ Certified copies of the priority documents have been received in Application No. _____.
      3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)
1) ☒ Notice of References Cited (PTO-892) ✓
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
    Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

Claim Rejections - 35 USC § 102

1.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the

basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2.   Claims 1-3,6-13,23-25,27-29,31-35, and 37-39 rejected under 35 U.S.C. 102(e) as being

anticipated by North et al (Hereafter, North) U.S. Pat. No. 6,505,245.

3.   Regarding claims 1,23,27,31,35, and 37, North discloses in Figure 2 a troubleshooting

mentor system (eg. management terminal 30) for automatically providing an administrator (eg.

consoles 28,32,36, and 38) of a computing environment with diagnostic data and instructions to

troubleshoot a selected problem event occurring in the computing environment (eg. manageable

devices 26-1 to 26-N), wherein said diagnostic data and instructions are specifically designed to

provide the information and techniques necessary to enable a administrator troubleshoot the

selected problem event (col. 6, lines 40 through col. 7, lines 5; and col. 8, last paragraph).

4.   Regarding claims 2,25, North discloses upon selection of said selected problem event,

said troubleshooting mentor system automatically retrieves from relevant computing

environment entities said diagnostic data (col. 8, last paragraph).

5.   Regarding claim 3, North discloses selected problem event is one of a plurality of

problem events generated by domain managers in the computing environment, each said domain

manager managing an entity on the computing environment (col. 4, lines 49-56).

6.   Regarding claim 6, network managers that manage individual and collections of

networks, software application managers that manage software applications executing on a node

or server of the computing environment, database managers that manage databases executing on

a node or server of the network system, and server managers that assist a network administrator

manage the operations of each server in a network (Figure 2).

7.   Regarding claims 7 and 8, North discloses problem event processor normalizes said

plurality of problem events for display, and event-type-specific information is displayed in

accordance with viewpoint layout information included in said selected troubleshooting profile

(col. 6, lines 40 through col. 7, lines 5; and col. 8, last paragraph).

8.   Regarding claim 9, North discloses problem events automatically-generated by said

domain managers, and problem events identified by a user of the computing environment and

manually entered into the troubleshooting mentor system (col. 7, last paragraph through col. 8,

1st paragraph).

9.   Regarding claim 10, North discloses display of said diagnostic data can be modified by

the administrator inputs specifying a change in said diagnostic data, and wherein said

troubleshooting portal view manager accesses said domain managers as necessary to obtain or

cause the generation of said modified diagnostic data (col. 1, lines 20-40).

10.   Regarding claims 11 and 24, North discloses problem event processor generates event

data associated with said selected problem event, said event data including an original event ID

generated by the domain manager, said troubleshooting type of said selected problem event, and

information pertaining to the source entity that caused the generation of said problem event (col.

5, lines 12-21).

11.   Regarding claim 12, North discloses an event consolidator that receives problem events

from domain managers, said problem events generated by different domain managers having

different formats, said event consolidator processes said problem events and, in response to each

received problem event, generates a normalized event identifier having a standard format (col.

12, 1st paragraph); and an event type determinator that categorizes received problem events as

being one of a plurality of troubleshooting types, each said troubleshooting type indicating

diagnostic data and troubleshooting procedures likely to be required to be performed or analyzed

to successfully troubleshoot each said problem event, and which generates said troubleshooting

type for said selected problem event (col. 15, lines 20-28).

12.   Regarding claims 13,29, and 39, North discloses an event consolidator that receives

problem events from domain managers and that generates a representation of the selected

problem event, said representation including said troubleshooting type (col. 5, lines 13-21; and

col. 6, last paragraph).

13.   Regarding claims 28 and 38, North discloses receiving a plurality of problem events each

generated by a domain manager residing in the computing environment (col. 6, lines 50); storing

said received problem events in a repository of problem events that have occurred in the

computing environment, displaying said plurality of stored problem events in an interactive

display, receiving an network administrator selection of one of the displayed problem events,

generating an output indicating which of said plurality of problem events is said selected

problem event (col. 6, lines 44 through col. 7, lines 5; and col. 8, lines 23-67).

14.   Regarding claim 32, North discloses displaying graphical display elements representing

additional, more detailed information, receiving an network administrator graphical selection of

once such graphical display element, displaying said addition, more detailed information represented by said selected display element in response to said network administrator graphical selection (eg. administrator can view more detail information by simply actuated the link icon on the screen such as monitored events in figure 13a).

15.   Regarding claim 33, North discloses when said selected display element appears in association with a troubleshooting instruction, said additional information includes one or more of the group consisting of information describing the associated troubleshooting step, sub-steps that can be taken to perform the troubleshooting step, references to external documentation pertaining to said troubleshooting step or network entities (col. 8, lines 23-67).

16.   Regarding claim 34, North discloses when said selected display element appears in association with a diagnostic data, said additional information includes one or more of the group consisting of additional, more detailed diagnostic data, instructions regarding how the diagnostic data is to be interpreted (Figure 18 shows an example screen for the entries in one of the log files for the specific computing device).

Allowable Subject Matter

17.   Claims 4,5,14-22,26,30,36, and 40 objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims.

Conclusion

18.   The prior art made of record and not relied upon is considered pertinent to applicant's

disclosure.

Eastvold et al. U.S. Patent 6,487,513 disclose diagnostic test unit network and system.

Springer U.S. Patent 6,321,262 system and method for identification and streamlined

access to online services.

Babula et al. U.S. Patent 6,691,134 discloses image-based artifact troubleshooting for

medical system.

England U.S. Patent 6,144,991 discloses system and method for managing interactions

between users in a browser-based telecommunications network.

Kidder et al. U.S. Patent 6,445,774 disclose a system for automated workflow in a

network management and operations system.

Cogger et al. U.S. Patent 6,032,184 disclose integrated interface for web based customer

care and trouble management.

Frowein et al. U.S. Patent 6,665,820 disclose method and system for communications

connectivity failure diagnosis.

Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Phuoc H. Nguyen whose telephone number is 703-305-5315.

The examiner can normally be reached on Mon -Thu (7AM-4: 30PM) and off every other Friday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David A Wiley can be reached on 703-308-5221. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Phuoc H. Nguyen
Examiner
Art Unit 2143

September 2, 2004

JACK B. HARVEY
SUPERVISORY PATENT EXAMINER